

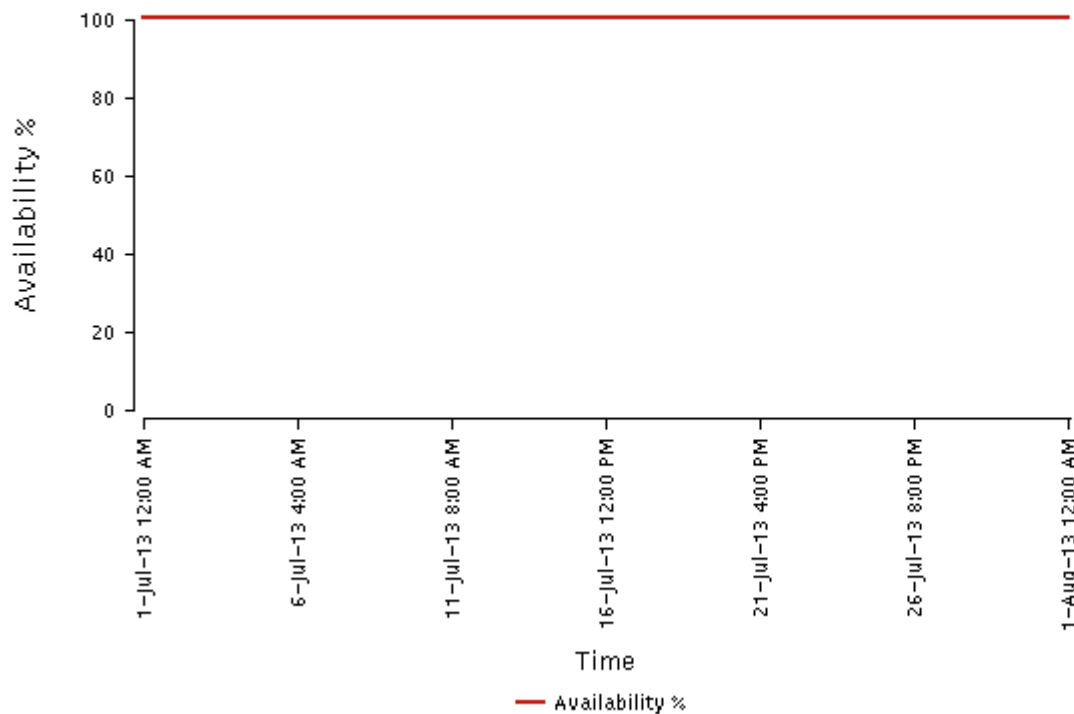


Prefeitura de Sorocaba
Relatório de Disponibilidade
Julho 2013

❖ Disponibilidade do Switch-Core (DC-Sonda)

| | | | |
|--|--------------------------|-----------------|------------------------|
| Element: PSDC_SC_VSS.sorocaba.sp.gov.br-RH | | | |
| Begin: | 07/01/2013 12:00 AM | Created: | 08/15/2013 12:03:08 PM |
| End: | 07/31/2013 11:59 PM | | |
| Time Zone: | (GMT-03:00) Buenos Aires | | |

PSDC_SC_VSS.sorocaba.sp.gov.br-RH



❖ Chamados abertos devido queda de links - Disponibilidade dos ativos do provedor de internet

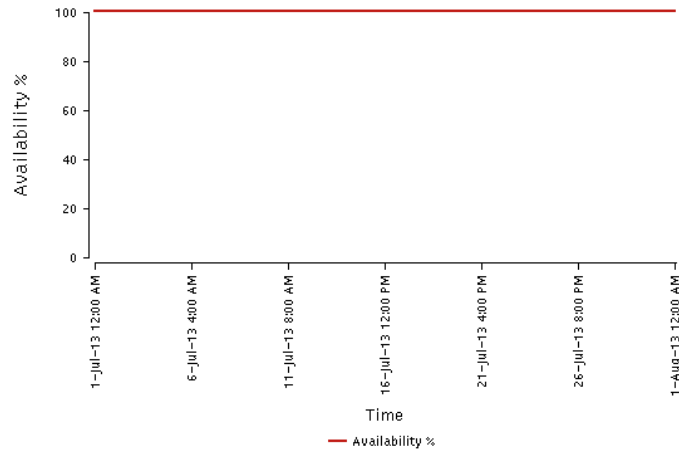
| OS | Dt. Abertura | Atend. Final Previsto | Sol. Final Prevista | Tempo Total | Descrição do Chamado |
|-------------------------|------------------|-----------------------|---------------------|-------------|--|
| 5735822 | 28/07/2013 22:24 | 28/07/2013 22:54 | 29/07/2013 22:56 | 24:32:00 | Alarm URL : https://spectrum.telsinc.com.br/spectrum/oneclick.jnlp?alarm=51f5act0-8f8e-105a-0452-b8ac6fb238fb Severity : Critical Date/Time : 28/07/2013 20h44min48s GMT-03:00 Name : KAIZEN_SPB-3013URVZ_BGP4 Network Address : 177.43.193.131 Type : Cisco 1905K9 Acknowledged : No Alarm Title : WATCH THRESHOLD VIOLATED Landscape : srvnoc01 (0x100000) Event : The threshold of instan |
| 5735162 | 27/07/2013 19:11 | 29/07/2013 16:30 | 29/07/2013 16:30 | 45:19:03 | QUEDA DO LINK LAN TO LAN 2 You are being notified of 3 alarm(s). ----- Alarm # 1 ----- Alarm URL : http://spectrum.telsinc.com.br/spectrum/oneclick.jnlp?alarm=51f3a88a-9f3c-102e-0452-b8ac6fb238fb Severity : Critical Date/Time : 27/07/2013 8h1min30s BRT Name : PSLC_SW_L2L Network Address : 10.28.200.1 Type : Cat37xxStack Acknowledged : Yes Alarm Title : O |
| 5734264 | 27/07/2013 08:16 | 27/07/2013 08:46 | 27/07/2013 16:46 | 8:30:00 | You are being notified of 4 alarm(s). ----- Alarm # 1 ----- Alarm URL : https://spectrum.telsinc.com.br/spectrum/oneclick.jnlp?alarm=51f3a90c-a4e4-102e-0452-b8ac6fb238fb Severity : Critical Date/Time : 27/07/2013 8h3min40s GMT-03:00 Name : Pref_Sorocaba: Falha detectada no Link Lan to Lan GVT 2 - (SPB-3013JGLG5 - SOC-3013JGLSI) Network Address : Type : RTM_Test Acknow |
| 5701050 | 19/07/2013 20:28 | 19/07/2013 20:58 | 20/07/2013 21:00 | 24:32:00 | Problema: Quedas intermitentes link Lan-2-lan Designado: SPB-3013JG6PS |
| 5701019 | 19/07/2013 20:04 | 19/07/2013 20:34 | 19/07/2013 20:34 | 0:30:00 | You are being notified of 2 alarm(s). ----- Alarm # 1 ----- Alarm URL : http://spectrum.telsinc.com.br/spectrum/oneclick.jnlp?alarm=51e9c547-2501-1152-00f3-b8ac6fb238fb Severity : Critical Date/Time : 19/07/2013 20h1min27s GMT-03:00 Name : Pref_Sorocaba: Falha detectada no Link Lan to Lan GVT 1 - (SPB-3013JG6PS - SOC-3013JGLEU) Network Address : Type : RTM_Test Acknow |
| 5697648 | 19/07/2013 11:16 | 19/07/2013 11:46 | 19/07/2013 15:46 | 4:30:00 | Estamos sem acesso SSH(22) e HTTP(80) ao servidor pms-apweb06 Poderiam verificar por favor? Número do contrato: TSC-10458 Contratante: Prefeitura de Sorocaba Nome do contato: Rodrigo Rocha Rodrigo Rocha PREFEITURA DE SOROCABA Chefe da Seção de Suporte Técnico Divisão de Tecnologia da Informação (15) 3238-2176 |
| 5669188 | 13/07/2013 15:41 | 13/07/2013 16:11 | 14/07/2013 00:13 | 8:32:00 | Alarm URL : https://spectrum.telsinc.com.br/spectrum/oneclick.jnlp?alarm=51e195da-f515-1112-00f3-b8ac6fb238fb Severity : Critical Date/Time : 13/07/2013 15h0min58s GMT-03:00 Name : Pref_Sorocaba: Falha detectada no Link Lan to Lan GVT 2 - (SPB-3013JGLG5 - SOC-3013JGLSI) Network Address : Type : RTM_Test Acknowledged : No Alarm Title : SPM TEST TIMED OUT Landscape : srvnoc01 (0x100000) |
| 5641737 | 08/07/2013 01:41 | 08/07/2013 02:11 | 08/07/2013 06:11 | 4:30:00 | ----- Alarm # 1 ----- Alarm Title : SPM TEST TIMED OUT Test Name : Pref_Sorocaba: Falha detectada no Link Lan to Lan GVT 1 - (SPB-3013JG6PS - SOC-3013JGLEU) 172.28.160.155 |
| 5632889 | 04/07/2013 17:08 | 04/07/2013 17:38 | 05/07/2013 01:40 | 8:32:00 | Alarm URL : https://spectrum.telsinc.com.br/spectrum/oneclick.jnlp?alarm=51d5d183-0ea9-10dd-00f3-b8ac6fb238fb Severity : Critical Date/Time : 04/07/2013 16h48min19s GMT-03:00 Name : Pref_Sorocaba: Falha detectada no Link Lan to Lan GVT 1 - (SPB-3013JG6PS - SOC-3013JGLEU) Network Address : Type : RTM_Test Acknowledged : No Alarm Title : SPM PACKET LOSS THRESHOLD EXCEEDED Landscape : srvnoc01 (0x1 |
| 5619484 | 02/07/2013 16:24 | 02/07/2013 16:54 | 02/07/2013 16:54 | 0:30:00 | Alarm URL : https://spectrum.telsinc.com.br/spectrum/oneclick.jnlp?alarm=51d2dd03-ba5f-10a8-00f3-b8ac6fb238fb Severity : Critical Date/Time : 02/07/2013 10h0min35s AMT Name : Pref_Sorocaba_PSDC_SC_VSS_TCP Network Address : Type : RTM_Test Acknowledged : Yes Alarm Title : SPM LATENCY THRESHOLD EXCEEDED Landscape : srvnoc01 (0x100000) Event : SPM Latency Threshold Exceeded Event |
| 5614920 | 02/07/2013 08:44 | 02/07/2013 09:14 | 03/07/2013 09:16 | 24:32:00 | Aberto chamado na GVT 844904201307020831 --- You are being notified of 1 alarm(s). Alarm URL : https://spectrum.telsinc.com.br/spectrum/oneclick.jnlp?alarm=51d2af1c-9446-10a7-00f3-b8ac6fb238fb Severity : Critical Date/Time : 02/07/2013 7h44min44s BRT Name : KAIZEN_SPB-3013URVZ_BGP4 Network Address : 177.43.193.131 Type : Cisco 1905K9 Acknowledged : Yes Alarm Title : WATCH THRESHOLD VIOLATED |

❖ **Comentário:** Esses chamados refletem a queda de um link isoladamente, o que não afetou a disponibilidade do serviço devido a redundância dos links.

❖ Disponibilidade dos ativos do provedor de internet - GVT

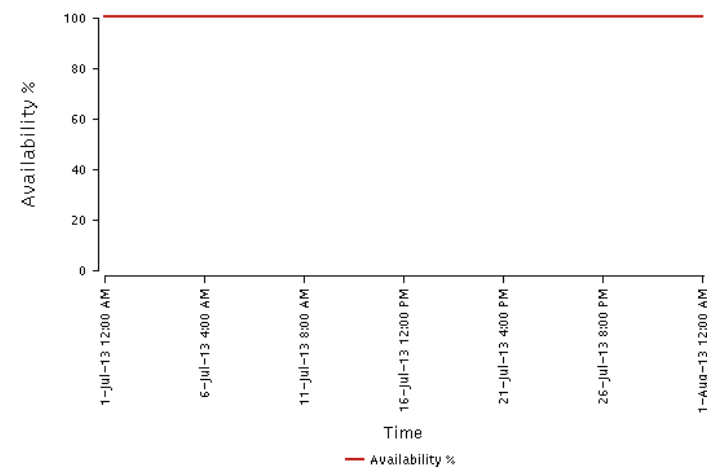
| | | | |
|--|--------------------------|-----------------|------------------------|
| Element: KAIZEN_SPB-3013IURUR.sondait-RH | | | |
| Begin: | 07/01/2013 12:00 AM | Created: | 08/15/2013 12:19:57 PM |
| End: | 07/31/2013 11:59 PM | | |
| Time Zone: | (GMT-03:00) Buenos Aires | | |

KAIZEN_SPB-3013IURUR.sondait-RH



| | | | |
|--|--------------------------|-----------------|------------------------|
| Element: KAIZEN_SPB-3013IURVZ.sondait-RH | | | |
| Begin: | 07/01/2013 12:00 AM | Created: | 08/15/2013 12:20:52 PM |
| End: | 07/31/2013 11:59 PM | | |
| Time Zone: | (GMT-03:00) Buenos Aires | | |

KAIZEN_SPB-3013IURVZ.sondait-RH



❖ Disponibilidade dos ativos do provedor de internet - Embratel

Element: RT_2821_ISP_SONDAIT-RH

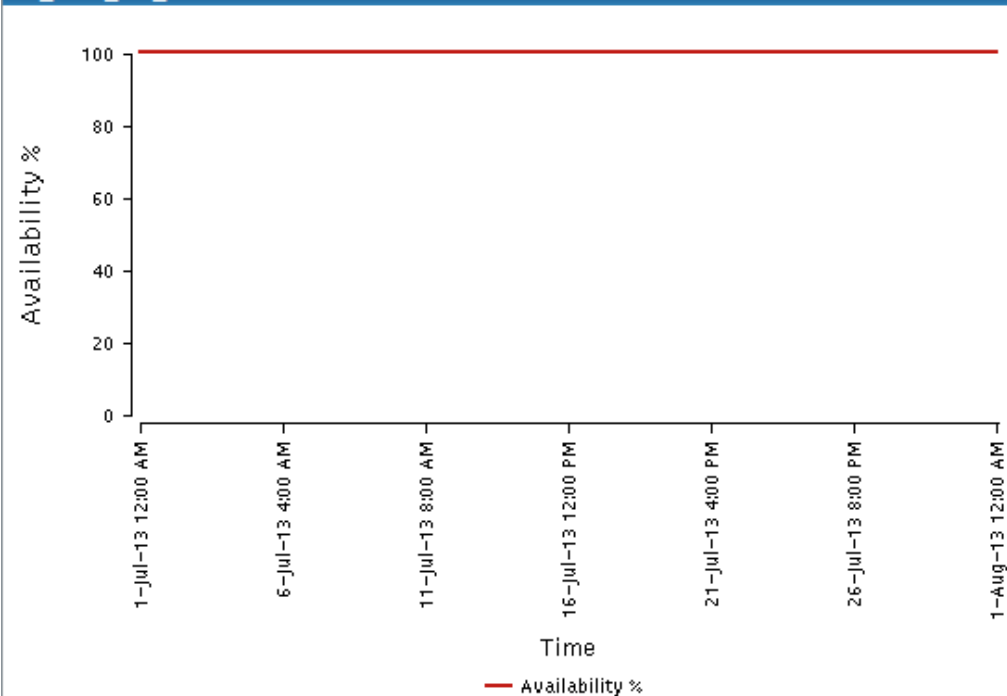
Begin: 07/01/2013 12:00 AM

Created: 08/15/2013 12:36:37 PM

End: 07/31/2013 11:59 PM

Time Zone: (GMT-03:00) Buenos Aires

RT_2821_ISP_SONDAIT-RH



❖ Disponibilidade do switch de internet (DC-Sonda)

Element: PSDC_SW_INT-RH

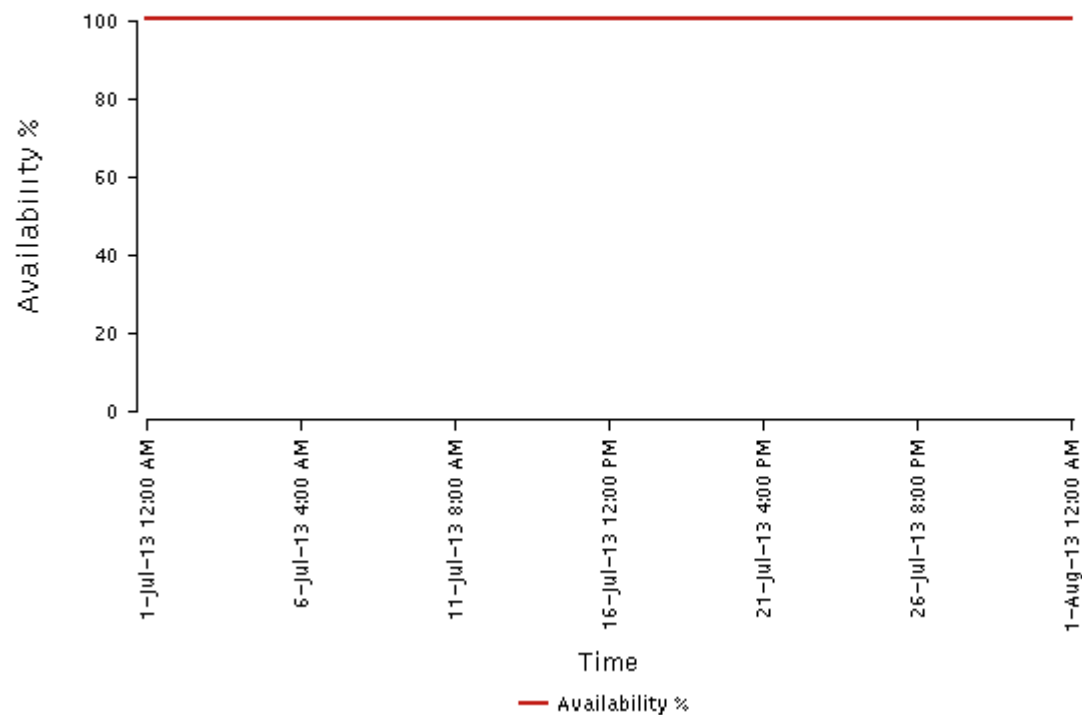
Begin: 07/01/2013 12:00 AM

Created: 08/15/2013 03:51:31 PM

End: 07/31/2013 11:59 PM

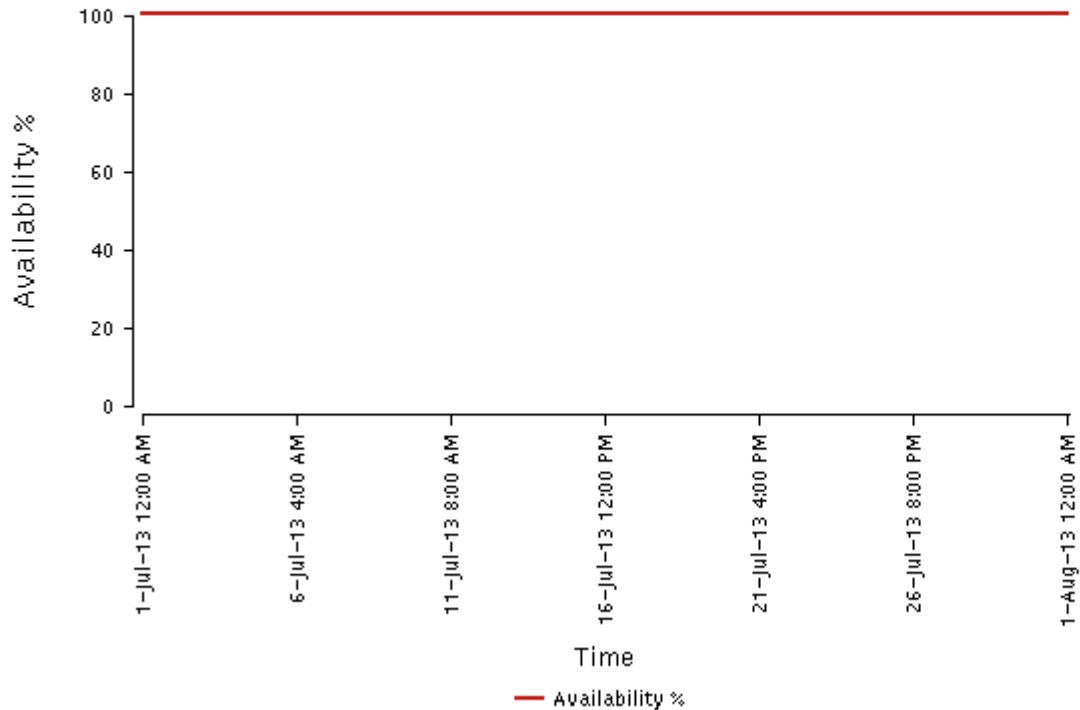
Time Zone: (GMT-03:00) Buenos Aires

PSDC_SW_INT-RH



❖ Dispositivo de conexão Pref. Sorocaba - > DC-Sonda (EBT)

| | | | |
|--|--------------------------|-----------------|------------------------|
| Element: PSDC_SW_L2L-GigabitEthernet1/0/10 | | | |
| Begin: | 07/01/2013 12:00 AM | Created: | 08/15/2013 04:44:04 PM |
| End: | 07/31/2013 11:59 PM | | |
| Time Zone: | (GMT-03:00) Buenos Aires | | |
| PSDC_SW_L2L-GigabitEthernet1/0/10 | | | |



❖ Dispositivo de conexão Pref. Sorocaba - > DC-Sonda (GVT)

Element: PSDC_SW_L2L-GigabitEthernet1/0/12

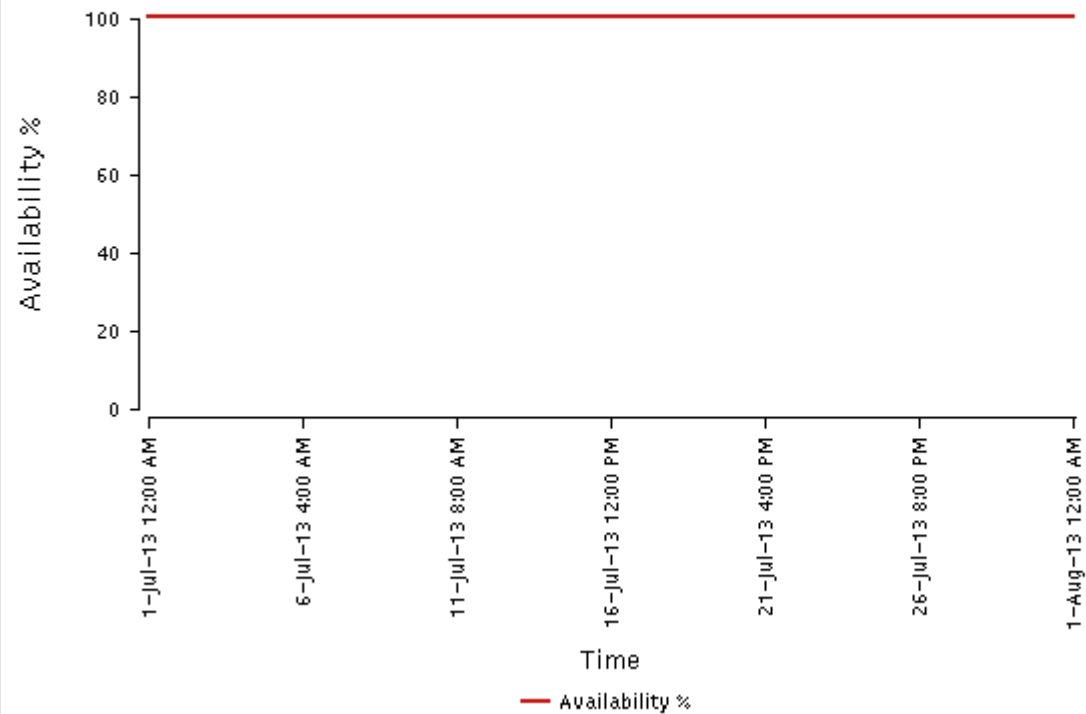
Begin: 07/01/2013 12:00 AM

Created: 08/15/2013 04:49:30 PM

End: 07/31/2013 11:59 PM

Time Zone: (GMT-03:00) Buenos Aires

PSDC_SW_L2L-GigabitEthernet1/0/12



❖ Dispositivo de conexão Pref. Sorocaba - > DC-Sonda (GVT)

Element: PSDC_SW_L2L-GigabitEthernet2/0/12

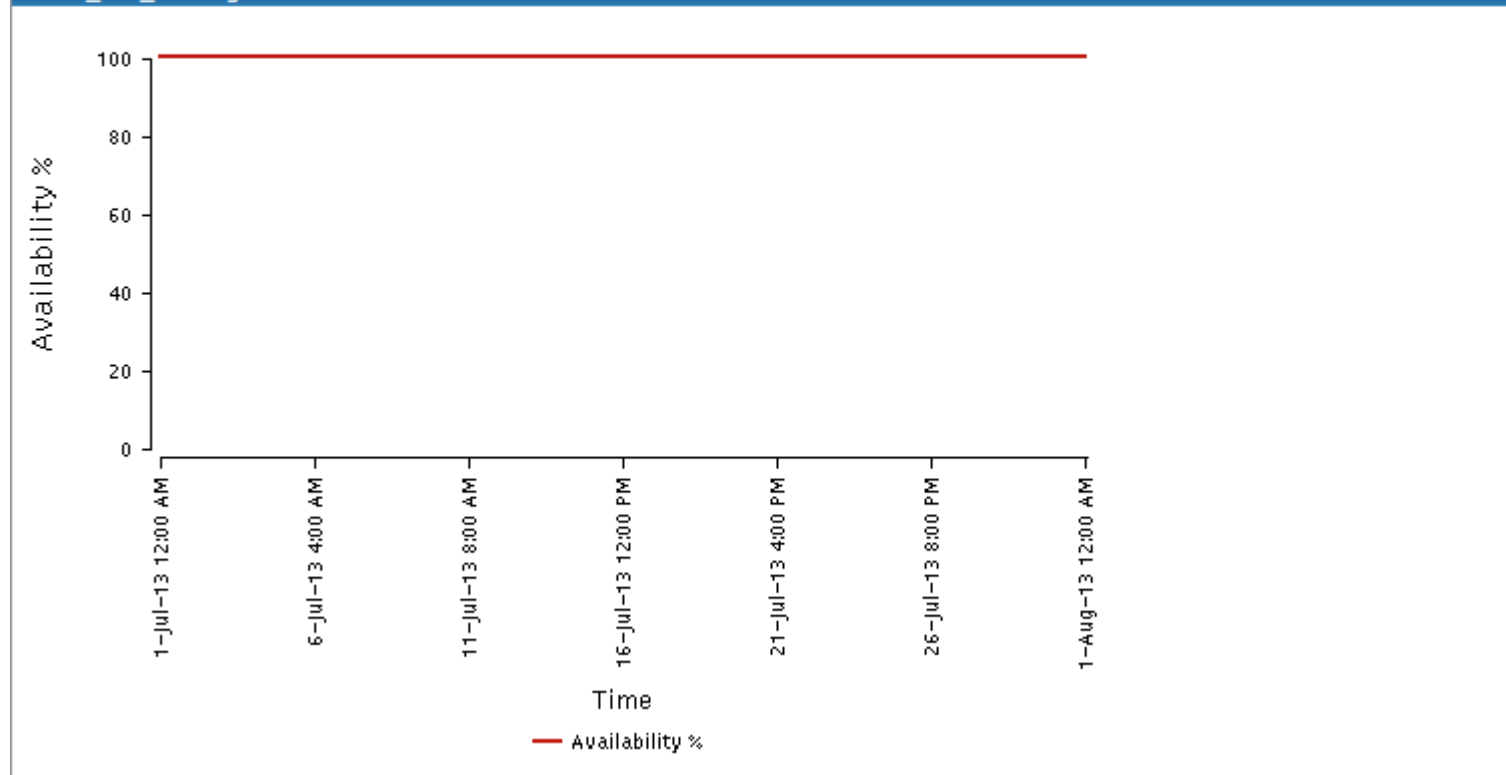
Begin: 07/01/2013 12:00 AM

Created: 08/15/2013 05:09:51 PM

End: 07/31/2013 11:59 PM

Time Zone: (GMT-03:00) Buenos Aires

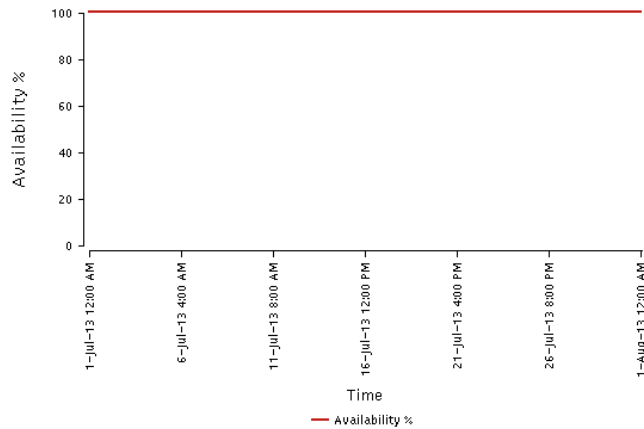
PSDC_SW_L2L-GigabitEthernet2/0/12



❖ Disponibilidade dos firewalls

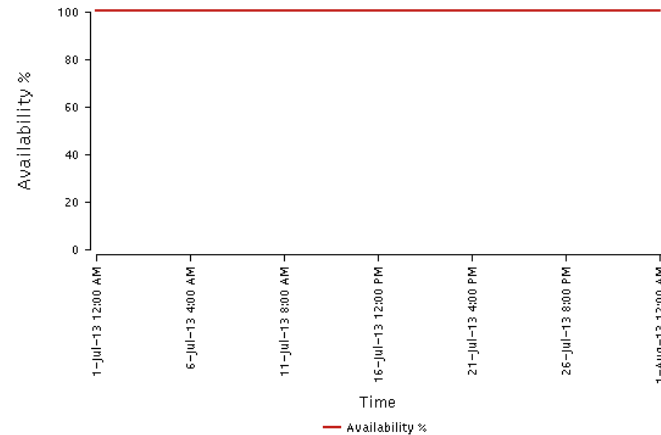
| | | | |
|--------------------------|--------------------------|-----------------|------------------------|
| Element: SOROCABA-ASA-RH | | | |
| Begin: | 07/01/2013 12:00 AM | Created: | 08/15/2013 05:13:41 PM |
| End: | 07/31/2013 11:59 PM | | |
| Time Zone: | (GMT-03:00) Buenos Aires | | |

SOROCABA-ASA-RH



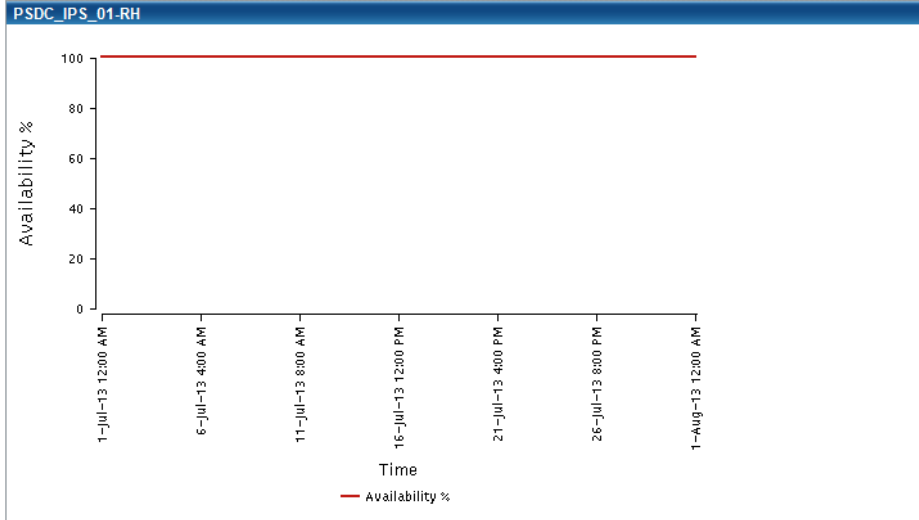
| | | | |
|----------------------------|--------------------------|-----------------|------------------------|
| Element: SOROCABA-ASA-RH-A | | | |
| Begin: | 07/01/2013 12:00 AM | Created: | 08/15/2013 05:14:42 PM |
| End: | 07/31/2013 11:59 PM | | |
| Time Zone: | (GMT-03:00) Buenos Aires | | |

SOROCABA-ASA-RH-A

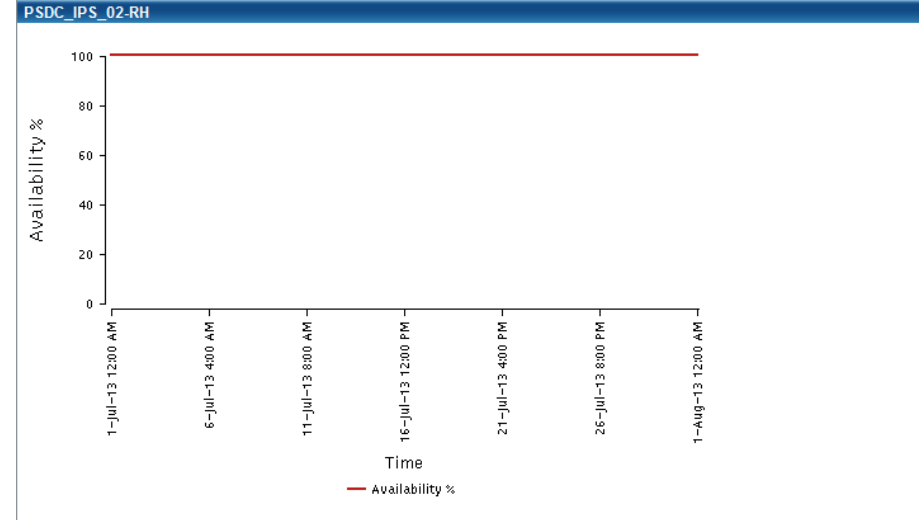


❖ Disponibilidade IPS

| | | | |
|-------------------------|--------------------------|-----------------|------------------------|
| Element: PSDC_IPS_01-RH | | | |
| Begin: | 07/01/2013 12:00 AM | Created: | 08/16/2013 10:41:50 AM |
| End: | 07/31/2013 11:59 PM | | |
| Time Zone: | (GMT-03:00) Buenos Aires | | |



| | | | |
|-------------------------|--------------------------|-----------------|------------------------|
| Element: PSDC_IPS_02-RH | | | |
| Begin: | 07/01/2013 12:00 AM | Created: | 08/16/2013 10:42:26 AM |
| End: | 07/31/2013 11:59 PM | | |
| Time Zone: | (GMT-03:00) Buenos Aires | | |



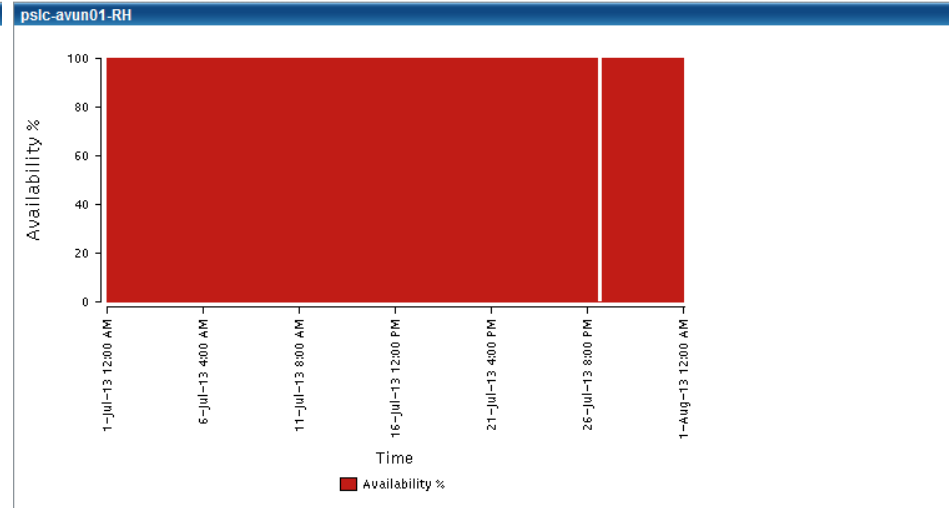
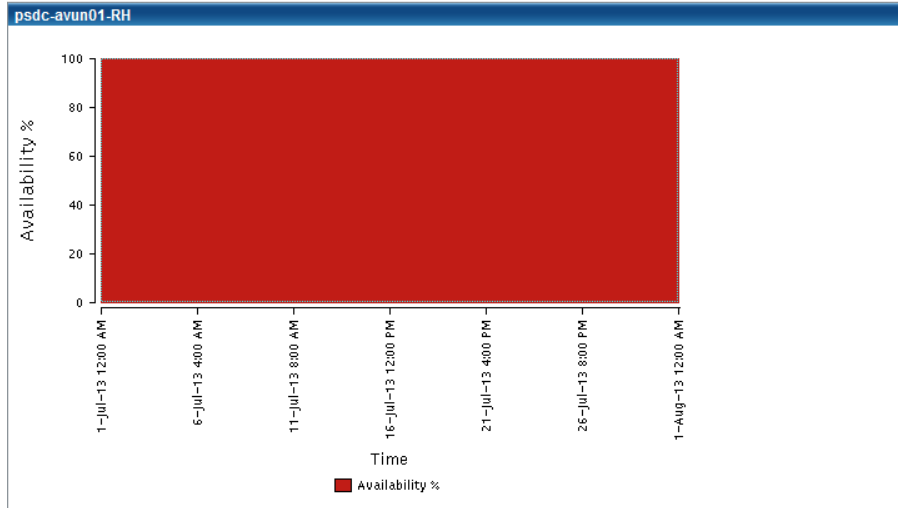
❖ Disponibilidade Avamar

psdc-avun01-RH DC-Sonda

pslc-avun01-RH Pref. Sorocaba

Element: psdc-avun01-RH
Begin: 07/01/2013 12:00 AM **Created:** 08/15/2013 05:22:48 PM
End: 07/31/2013 11:59 PM
Time Zone: (GMT-03:00) Buenos Aires

Element: pslc-avun01-RH
Begin: 07/01/2013 12:00 AM **Created:** 08/15/2013 05:23:51 PM
End: 07/31/2013 11:59 PM
Time Zone: (GMT-03:00) Buenos Aires



❖ **Comentário:** Dia 27/07 houve queda de energia no site de Sorocaba.

❖ Block

| Name | State | RAID Type | Drive Type | User Capacity (GB) | Free Capacity (GB) | Allocated (GB) | %Consumed | Subscribed (G... | %Subscribed | Auto-Tiering St... |
|--------|-------|-----------|------------|--------------------|--------------------|----------------|-----------|------------------|-------------|--------------------|
| Pool 0 | Ready | RAID5 | Mixed | 16630.418 | 1848.604 | 14781.814 | | 14,747.748 | 88.679 | Scheduled |

❖ File

| Name | Storage Capacity (GB) | Storage Used | Data Movers |
|------|-----------------------|--------------|-------------|
| FS1 | 1833.600 | | VDM01(R/W) |

| | |
|---------------------|---|
| | FS1 |
| Sistema de Arquivos | Capacity: 1.8 TB Used: 1.7 TB (94 %) Free: 117 GB (6 %) |

| | | | | | | |
|--------|--------------------------------------|----------|--|-------------|-------|---------|
| Pool 0 | Mapped Pool Pool 0 on CKM00114800025 | 3999.993 | | Mapped pool | Mixed | Enabled |
|--------|--------------------------------------|----------|--|-------------|-------|---------|

| | |
|---|--|
| Potential Storage | Capacity: 3.9 TB |
| Audit Log / Images / FS1 50 GB / 400 GB / 1.8 TB | Used: 2.5 TB (63 %) Free: 1.4 TB (37 %) |

| LUN Name | LUN ID | State | RAID Type | Storage Pool/ RAID Group | Capacity (GB) |
|---------------------------|--------|------------------|-----------|--------------------------|--------------------|
| | | | | | User Capacity (GB) |
| Hot Spare LUN 4085 | 4085 | Bound Unassigned | HS | RAID Group 123 | 536.530 |
| Hot Spare LUN 4084 | 4084 | Bound Unassigned | HS | RAID Group 122 | 536.530 |
| Hot Spare LUN 4083 | 4083 | Bound Unassigned | HS | RAID Group 121 | 183.302 |
| Hot Spare LUN 4082 | 4082 | Bound Unassigned | HS | RAID Group 120 | 1.833.597 |
| Hot Spare LUN 3981 | 3981 | Bound Unassigned | HS | RAID Group 109 | 536.530 |
| PSDC_VM_DATA_0 | 15 | Bound | RAID5 | RAID Group 1 | 2.048.000 |
| Celerra_psdv-vnxc0_23_d26 | 23 | Ready | RAID5 | Pool 0 | 250.000 |
| Boot_ESXi_1 | 0 | Ready | RAID5 | Pool 0 | 15.000 |
| Celerra_psdv-vnxc0_13_d10 | 13 | Ready | RAID5 | Pool 0 | 500.000 |
| Celerra_psdv-vnxc0_19_d22 | 19 | Ready | RAID5 | Pool 0 | 125.000 |
| Celerra_psdv-vnxc0_10_d7 | 10 | Ready | RAID5 | Pool 0 | 500.000 |
| VM_DATA_5 | 16 | Ready | RAID5 | Pool 0 | 2.048.000 |
| Boot_ESXi_4 | 3 | Ready | RAID5 | Pool 0 | 15.000 |
| VM_DATA_3 | 8 | Ready | RAID5 | Pool 0 | 2.048.000 |
| Celerra_psdv-vnxc0_22_d23 | 22 | Ready | RAID5 | Pool 0 | 250.000 |
| Celerra_psdv-vnxc0_12_d8 | 12 | Ready | RAID5 | Pool 0 | 500.000 |
| Celerra_psdv-vnxc0_18_d19 | 18 | Ready | RAID5 | Pool 0 | 125.000 |
| Celerra_psdv-vnxc0_14_d13 | 14 | Ready | RAID5 | Pool 0 | 500.000 |
| Boot_ESXi_6 | 5 | Ready | RAID5 | Pool 0 | 15.000 |
| VM_DATA_1 | 6 | Ready | RAID5 | Pool 0 | 2.048.000 |
| Boot_ESXi_3 | 2 | Ready | RAID5 | Pool 0 | 15.000 |
| VM_DATA_2 | 7 | Ready | RAID5 | Pool 0 | 2.048.000 |
| Celerra_psdv-vnxc0_24_d24 | 24 | Ready | RAID5 | Pool 0 | 250.000 |
| Celerra_psdv-vnxc0_20_d20 | 20 | Ready | RAID5 | Pool 0 | 125.000 |
| Celerra_psdv-vnxc0_21_d25 | 21 | Ready | RAID5 | Pool 0 | 250.000 |
| Celerra_psdv-vnxc0_11_d9 | 11 | Ready | RAID5 | Pool 0 | 500.000 |
| Celerra_psdv-vnxc0_17_d21 | 17 | Ready | RAID5 | Pool 0 | 125.000 |
| Boot_ESXi_5 | 4 | Ready | RAID5 | Pool 0 | 15.000 |
| VM_DATA_4 | 9 | Ready | RAID5 | Pool 0 | 2.048.000 |
| Boot_ESXi_2 | 1 | Ready | RAID5 | Pool 0 | 15.000 |

❖ a.

❖ b.



Daniela Baldi
daniela.baldi@sondait.com.br
Tel.: (11) 3126-7753
Cel.:(11) 98550-9064





Al. Europa, 1206
Santana de Parnaíba – SP
CEP 06543-325